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Conduct Review Process

Online Reporting Process

November 1, 2017

Match Officials Development Conduct Review Process

The Conduct Review Process was developed to improve Ontario Soccer's ability to respond to stakeholder concerns regarding the **conduct** of Match Official community members (including Instructors, Assessors, Evaluators, assignors, staff and Mentors etc.) while performing their Ontario Soccer duties.

ANY REPORTS SUBMITTED THAT ARE BASED ON DISPUTING TECHNICAL CALLS WILL BE DISREGARDED.

Please note: While personal contact information is required to complete this report, it will be kept confidential and will not be shared.

Purpose

Ontario Soccer accomplishes its goals through the contribution of dedicated representatives who help others achieve success by participating at the Club, Academy, District or Provincial level. We believe that for the most part these representatives focus on the ideals of our programmes, but from time to time, may be seen by their audience as disingenuous, or whose behaviour could be interpreted as less than desirable.

It is important that the Match Officials Development Department is made aware of these incidents and we encourage members to share this information by completing the [Online Conduct Review Form](#).

This process will improve the ability of the Match Officials Development Department to respond consistently to concerns of stakeholders and ensure objective and appropriately established outcomes.

Reporting Process

There are four steps in the reporting and review process:

1. Reporting

Only reports that are completed online on the [Online Conduct Review Form](#) will be accepted.

2. Initial Evaluation

- Ontario Soccer staff will review the Conduct Review submissions weekly.
- Within one week of reviewing the Conduct Review submissions, Ontario Soccer will contact the individual about whom the review is written for response.

- The subject of the complaint will be given the opportunity to share all information which may have given rise to the complaint.
- Ontario Soccer may, at their discretion, contact other parties having first-hand knowledge of the alleged incident.

3. Review by Match Officials Development Committee

Within 2 business days of the Conduct Review submission being forwarded to the individual in question, Ontario Soccer will also share all pertinent information and documentation with the Match Officials Development Committee (MODC) for their review. This information will include the initial conduct review report, the responses from all parties involved, and any other documentation deemed appropriate.

- This MODC review must be completed in 3 business days.
- The MODC must respond, in writing to Ontario Soccer staff with their final outcome decision.

4. Outcome of MODC and Staff review

The review will result in one of two outcomes.

1. The complaint has no merit.
2. The complaint has merit.

Resolution Process

Complaint has no merit

Ontario Soccer Match Officials Development Department dismisses the complaint. Staff will notify the complainant of the result by email. All documentation related to the complaint is filed.

Complaint has merit

Ontario Soccer Match Officials Development Department staff will notify the complainant that the complaint has been determined to have merit, and that it will be dealt with accordingly. Detail may be provided to the complainant as to the action taken by Ontario Soccer.

Ontario Soccer Match Officials Development Department staff will notify the subject of the complaint in writing, the outcome of the review and any further actions that will be taken.

All documentation is filed.



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